SHBP
State Health Benefit Plan
A Division of the Georgia Department of Community Health

STATE HEALTH REPOSITORY TOOL (SHRT) and PREMIUM BILLING JOB AID
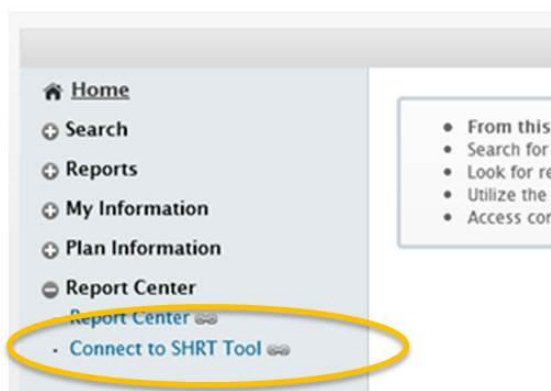
Table of Contents

Table of Contents

STATE HEALTH REPOSITORY TOOL (SHRT)

The State Health Repository Tool (SHRT) is a web-based application that allows payroll locations to share data with SHBP.

Accessing SHRT

SHRT is accessed through the SHBP Enrollment Portal (mySHBPga.adp.com), and clicking the Connect to SHRT Tool link in the left-hand menu.

If a user requires access to SHRT or different access rights, they should contact their SHBP Employer Services contact.

NOTE: If you are using Internet Explorer make sure client either had pop-up blocker turned off or that a pop-up blocker exception is in place. If this is not done then the Connect to SHRT link may not function properly.

First-time Access

First-time users are required to install a plug-in the first time SHRT is accessed on that computer.   Follow the steps below to install the plug-in.
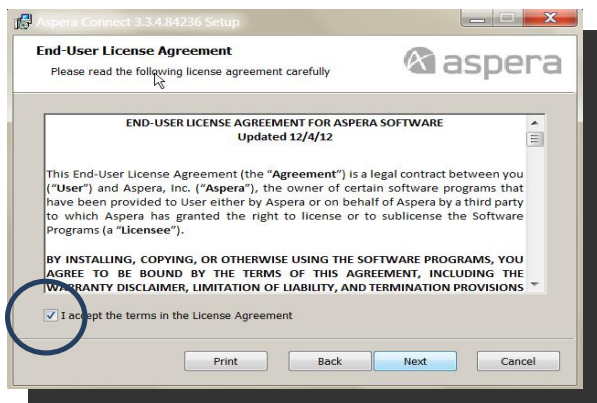
A. Install the Plug-in

1. When you click on a folder for the first time, you'll see the following at the top of the page. Click the Install Now button located in the center of the top of the home page.
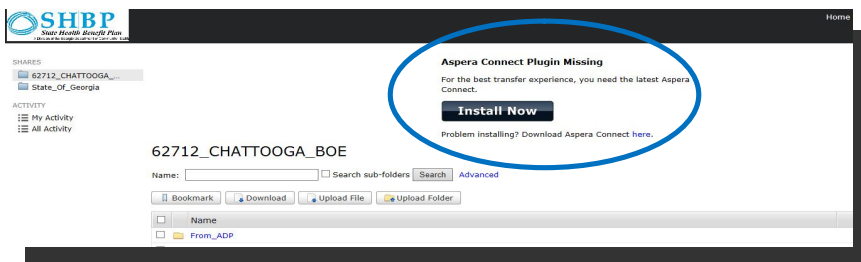
A window will open, and the plug-in will begin installing automatically. If your browser displays a security prompt/warning, click Allow, Continue or Install to proceed.

TIP: Once complete, the window showing "Installing Plugin" may still appear at the top of the screen. No action is required.

2. Accept the License Agreement by checking the box, and then click Next.

If you are unable to install the plug-in and receive Error Code 11, 12 or 47, please provide the information Troubleshooting information to your IT Department in order to continue.

File Sharing by Payroll Location Type

Agency Type	Upload	Frequency	Download	Frequency
Automated	AUF File	Daily	Payroll Error Report	Daily
	PUF File	Monthly	Payroll Deduction File (Change File)	Daily
			Proof Bill Report	Daily
			Reject Report	Daily
			Payroll Deduction File (Full File)	Monthly
			Payroll Comparison Report	Monthly
			Premium Billing Report(s)	Monthly
Peoplesoft	PUF File	Monthly	Payroll Error Report	Daily
			Proof Bill Report	Daily
			Reject Report	Daily
			Payroll Comparison Report	Monthly
			Premium Billing Report(s)	Monthly
Manual	PUF File	Monthly	Proof Bill Report	Daily
			Payroll Deduction File (Change File)	Daily
			Payroll Deduction File (Full File)	Monthly
			Payroll Comparison Report	Monthly
			Premium Billing Report(s)	Monthly

Uploaded Files

- Demographic Data File (AUF) – uploaded daily or, for locations that do not have demographic changes on a daily basis, then these files will be uploaded on a less frequent basis. This will result in a Payroll Error Report IF errors have been identified.

- Payroll Update File (PUF) – due monthly by the 7th of each month. This will result in a Payroll Comparison Report being produced by the 14th of each month.

  Be sure that your AUF and PUF files follow the naming convention below and have been uploaded to your 'To_ADP' folder for your location(s):
    - AUF_payrolllocation_agencyname_date.txt
    - PUF_payrolllocation_agencyname_date.txt

Downloaded Files

- Payroll Error Report – received daily only if AUF has been sent and only when errors are identified during the data load process.

  Reports will be named '*Error*.*'

- Reject Report – received daily only if AUF has been sent and only when termination records are set due to termination and identified during the data load process. These records will not be processed as terminations until a retirement record comes from the respective retirement system.

  Reports will be named '*Reject*.*'

- Payroll Deduction (Change & Full) – The daily version contains payroll deduction updates that have occurred since the prior day's file was produced. The monthly version is a full file containing all deductions for the employees in your location(s).

  Reports will be named 'SHDAUPDT*.*' if daily change file and 'SHSHBPIN*.*' if monthly full file.

- Payroll Comparison Report – Identifies any variances that exist between your payroll system's extract (PUF) and the enrollment portal's benefit elections and the corresponding deductions.

  Reports will be named 'SHBP*Recon*.*'

- Premium Billing Reports and Vouchers – All reports needed to submit the premiums for your location(s).

  Reports will be named:
  - SHBP*Payment Voucher.pdf
  - SHBP*BRP*.CSV
  - SHBP*Custom*Pay*Sum*by*Div*.PDF
 - SHBP*Adjustment.pdf (only applicable to locations part of group 49100)

- Proof Bill Report – Identifies any changes that have been processed in the enrollment portal that have impacted costs for the participant's benefits since the last Proof Bill was produced.

 Reports will be named 'SHBP*Proof*.*

Uploading Files
Upload your file to the To ADP folder within your payroll location folder in the SHRT.

1. Click on one of your payroll locations (on the left of your screen).

2. Mouse-over the To ADP link (in blue) and click on it to open the folder. See the sample screen shot below. Your actual screen will vary based on your access rights.

Mouse over the blue To_ADP link and click on it to open the folder.
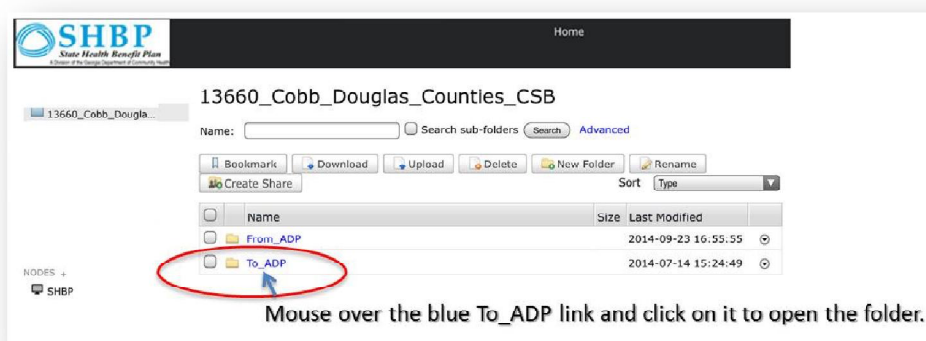
3. Once the folder is open, click the Upload button and browse for your file. See the sample screen shot below. Your actual screen will vary based on your access rights.
   Note: If you support multiple locations, you can submit a consolidated file into any one of your payroll location To ADP folders.

Once the folder is open, click the Upload button and browse for your file. See the sample screen shot
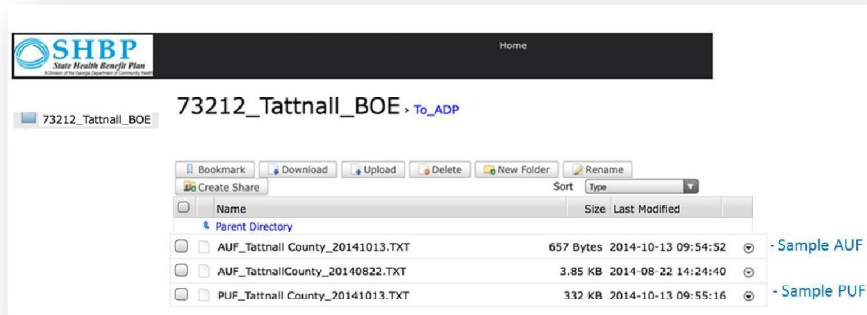
4. To verify that your file was successfully uploaded, press your F5 button – which should refresh your screen and display the file successfully uploaded.

Downloading Files

Download your file(s) from the From ADP folder within your payroll location folder in the SHRT.

1. Mouse-over the From ADP link (in blue), and click on it to open the folder.
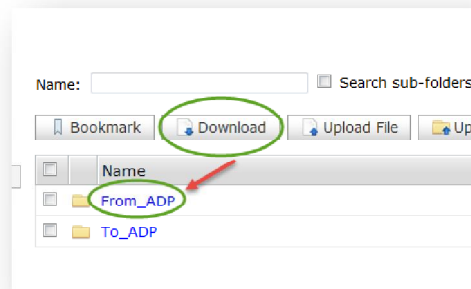

2. Check the box to the left of the document(s) to download and click the Download button. The screen below is a sample only. Your actual screen will vary based on your access rights.

Check the box to the left of the document to select it.
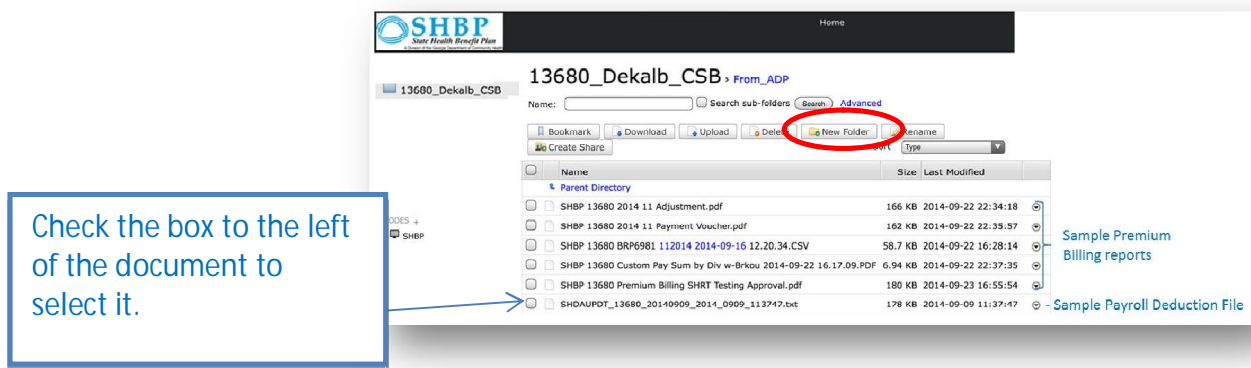
3. A Transfers window (below) will appear showing the status of the download. When the file has downloaded successfully, the status appears as DONE. The file will appear in the Downloads folder in your profile. Another way to quickly access the file that was downloaded would be to click on the icon shown here. Clicking on it will automatically bring you to the location on your computer where the file(s) were downloaded.
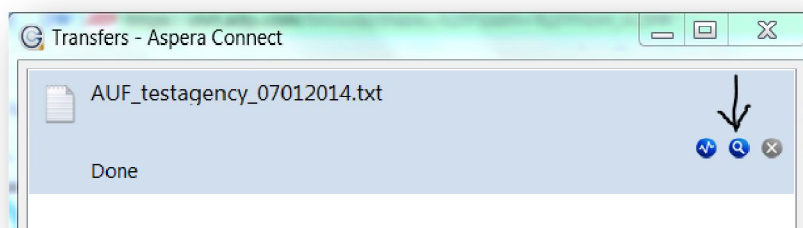
4. Do not close the window until you see the word DONE and until you complete the next step. Prior to closing the window, be sure to select the Clear List option appearing at the bottom of the pop-up window.
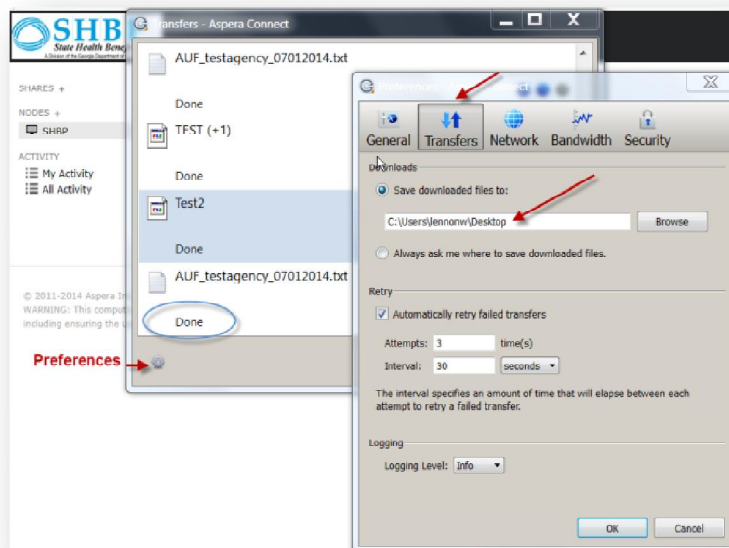
You can change the location to save your downloads by clicking on the Preferences icon in the Transfers window (see above). Select the Transfers tab and browse for the location to save future downloads.

File Management/Archiving

The daily files downloaded by ADP to the SHRT tool will be removed from the SHRT tool after 14 days and the monthly files will be removed after 90 days.

Files uploaded to ADP will be removed immediately after they have been processed and files uploaded to the upper level location folder will be removed after 5 days.

Additional SHRT Instructions

The Additional SHRT Instructions folder contains the most up-to-date reference documents to assist with tasks associated with SHRT.

This will be a repository of documents that will be growing over time so check it regularly for updates to existing documents as well as new documents. As of the writing of this document, the following documents exist in this repository:

- SHBP_SHRT_Combined_Instructions – complete instructions for all testing steps, including FAQs and troubleshooting.
- SHDAUPD_File_Layout – displays file layout for Payroll Deduction File – both the Change and Full file versions
- SHRT Terminology Glossary – defines words associated with SHRT

- Importing Files Into Excel – Contains instructions regarding how to import information found in TXT files into Excel. Examples of files you may want to import into Excel are the payroll files.
- Proof Bill Instructions – Contains a generic report along with a description of each field appearing on the report so that you can determine when/how to make updates to the participant's deduction amounts in your payroll system.
- Payroll Compare Error Instructions – Contains each of the various types of discrepancies identified on the Payroll Comparison Report and the action(s) that need to be taken to research and/or resolve these discrepancies.
- SHBP 12345 – Discrepancies for Month Year – Template for premium billing employee discrepancies to be emailed to shbp.premiumbilling@adp.com.

Check this folder regularly since the existing documents will be modified and new documents will be added, as needed.

Additional_SHRT_Instructions

Name: [   ] ☐ Search sub-folders [Search] Advanced

[Bookmark] [Download] [Upload File] [Upload Folder] [Delete] [New Folder] [Rename] [Create Share]

Sort [Type ▼]

	Name	Size	Last Modified	
☐	Importing Files Into Excel.docx	19.8 KB	2014-10-24 11:56:04	⊙
☐	Proof_Bill_Instructions.xlsx	12.2 KB	2014-10-22 00:42:00	⊙
☐	SHBP 12345 – Discrepancies for Month Year.xlsx	12.1 KB	2015-01-06 21:36:25	⊙
☐	SHBP 2015 Options Tiers Monthly Deductions oct 2014.xlsx	24 KB	2014-12-03 12:18:49	⊙
☐	SHBP_SHRT_Combined_Instructions_10162014.pdf	1.69 MB	2014-10-16 16:48:15	⊙
☐	SHDAUPDT_File_Layout_Rev_for 2015.xlsx	60.1 KB	2014-12-02 10:46:33	⊙
☐	SHRT Terminology Glossary.pdf	194 KB	2014-10-01 15:09:09	⊙
☐	SHRT_Testing_Checklist_and_FAQs_092014.pdf	761 KB	2014-09-08 13:07:02	⊙

State Health Repository Tool (SHRT) Troubleshooting Tips

Do not see all folders for the agency(ies) you support?

Send an email to your SHBP Administrative Solutions Team (AST) contact so your access privileges can be reviewed and updated, if required. If you expected to have access to certain agencies and do not see them listed, please include the names of the missing agencies.
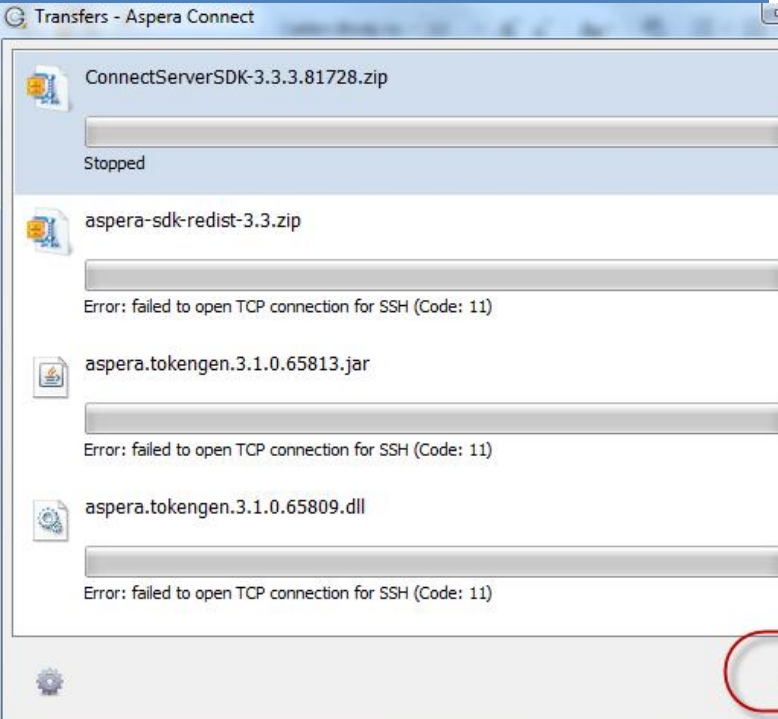
Do not have the appropriate upload/download access needed for the processes you support?
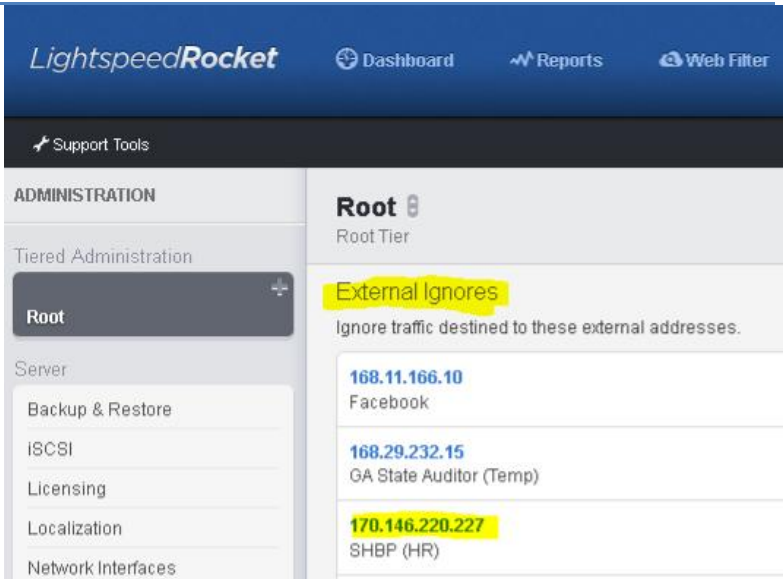
Please send an email to your SHBP Administrative Solutions Team (AST) so your access privileges can be reviewed and updated, if required. Please provide detailed information so ADP can take action on your account.

Error Code 11, 12, or 47

To resolve Error Codes 11, 12 and 47, settings with your internal system must be changed to allow the download. These internal settings must be changed by your local Network Analyst and Information Technology Department. Please forward this information and troubleshooting steps below to your local Information Department.

Step	Process Flow Instructions	Screen Shot
1	During a transfer if the user encounters error codes 11, 12, 47, the following steps should be taken:	aspera.tokengen.3.1.0.65809.dll Error: failed to open TCP connection for SSH (Code: 11)

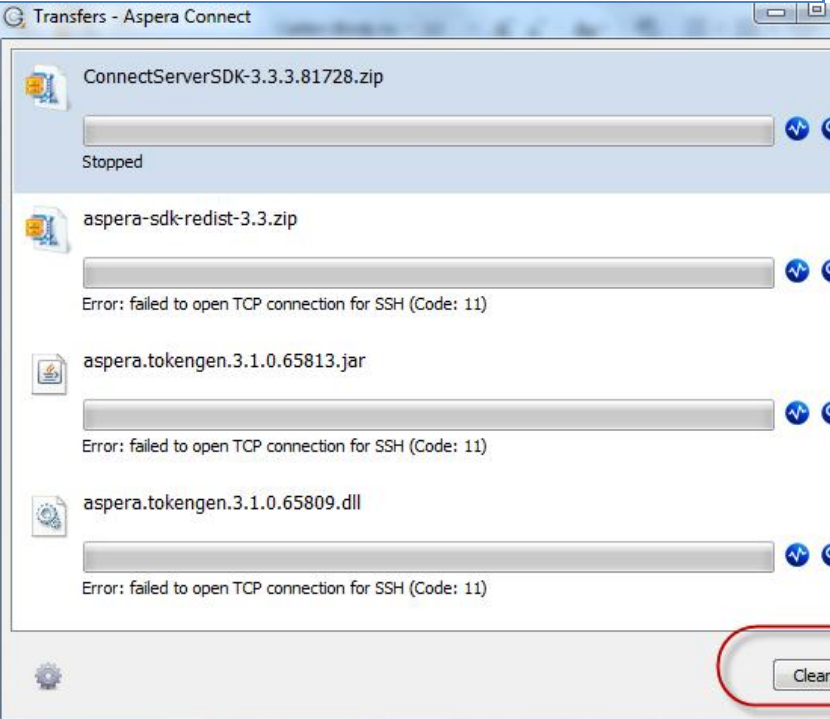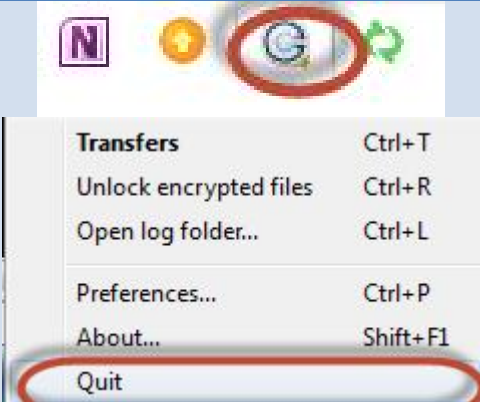|		
2	With the transfer list still open, the user should click on Clear List in order to remove any failed transfers.	**Transfers - Aspera Connect** ConnectServerSDK-3.3.3.81728.zip Stopped aspera-sdk-redist-3.3.zip Error: failed to open TCP connection for SSH (Code: 11) aspera.tokengen.3.1.0.65813.jar Error: failed to open TCP connection for SSH (Code: 11) aspera.tokengen.3.1.0.65809.dll Error: failed to open TCP connection for SSH (Code: 11)
3	The network management team for the user's location will need to confirm and/or enable outbound access to the following IP's and ports on their firewall.	Site: shrt.adp.com IP: 170.146.220.227 IP: 170.146.221.226 Protocol: TCP Ports: 80, 443, 33001, 4180, 4543 Protocol: UDP Port: 33001
4	If the user's location utilizes a content filter, the following IP's should be listed as ignored.	IP: 170.146.220.227 IP: 170.146.221.226

5	Below is an example of what a content filter will look like; however, the view may vary by site depending on what filtering product is in use.	
6	Once confirmed, the content filter and firewall rules are completed. The user should try to upload and download a file again.	

Error Code 19

To resolve Error Code 19, the following actions should be taken to resolve it.
1- Clear and delete all cookies, cache and passwords from your internet history inside your browsers settings.
2- Clear and delete all plug-ins, downloads and applications from your browsers active download option.
3- Close all internet browsers and windows and begin the SHRT Instructions once again.
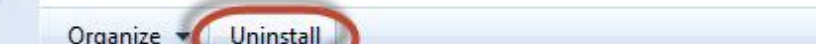
If the problems continue, please follow the instructions below. If you're unsure of any steps on the instructions, please reach out to your local Information Technology Department.

Step	Process Flow Instructions	Screen Shot
1	During a transfer, if you encounter Error Code 19, take the following steps shown below:	
2	With the transfer list still open, click on Clear List in order to remove any failed transfers.	
3	If the transfer list has been closed, Please download another file to populate the transfer / download list.	
4	-The Aspera plug-in utility should be closed. -In the windows taskbar *(bottom right box near the clock)*, click on the up arrow to show all icons. -Look for the Aspera Connect Icon *(shown in the screenshot)*, and right click on the Aspera Connect Icon. -When the menu opens, select Quit. -Try to upload or	

		download a file after these steps.	
	5	If the previous step is not successful, complete Step 2 again. Then reboot your PC to ensure web browsers and utilities are not retaining any bad information.	
	6	The error below is a bug in the Aspera plug-in which was corrected in the latest available version.	
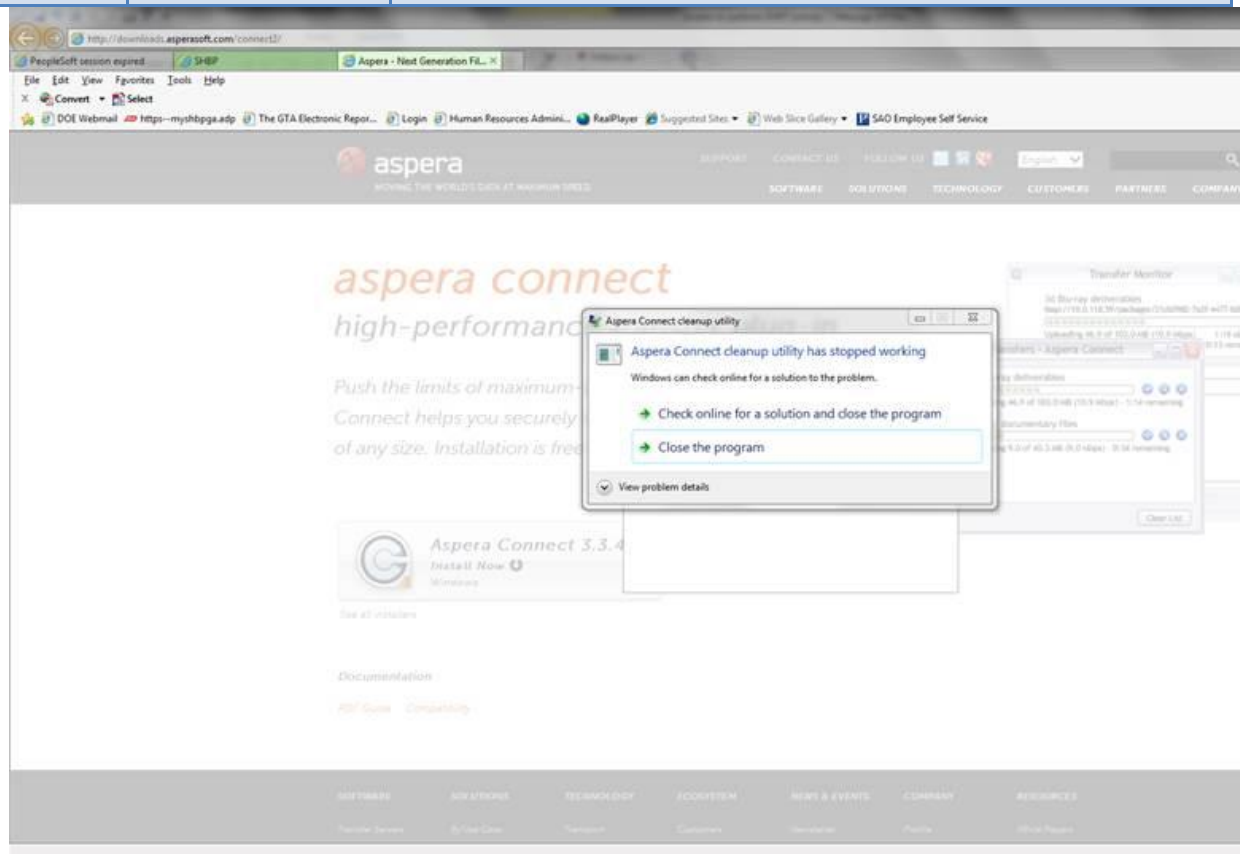
	7	If you encounter the error above, close any open web browsers and uninstall the plugin. Once removed, login to site SHRT site again and you	

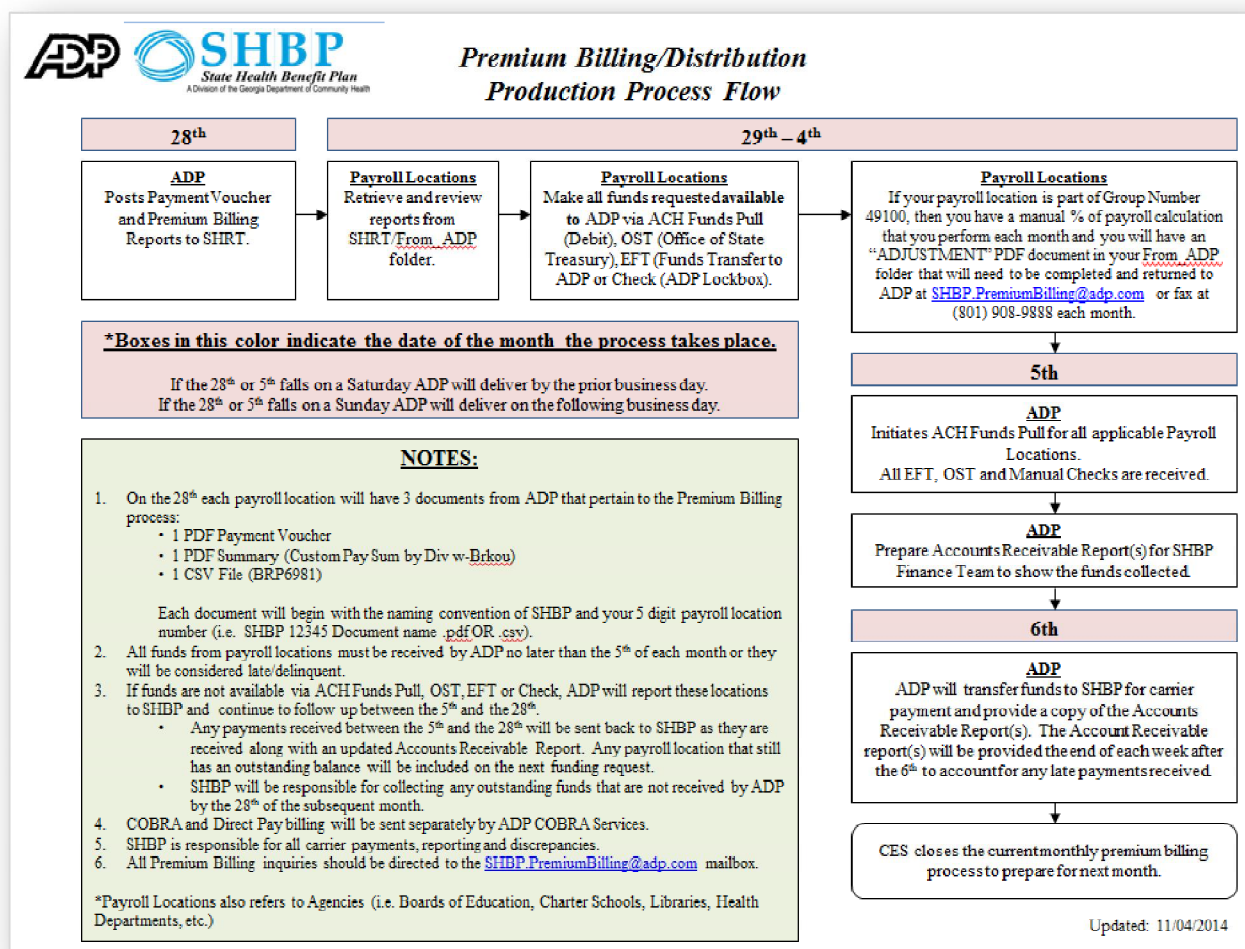|		
	will be prompted to install the latest version.	
8	For the following, the user should provide any Aspera logs for further review to SHBP.Benefits@adp.com . Please contact your local Information Technology Department for assistance in recovering Aspera Logs. The internal link to these logs is shown to the right. Thank you, SHBP Service Team SHBP.Benefits@adp.com	On desktop navigate to C: drive ▢ Users ▢ <User Folder> ▢ AppData ▢ Local ▢ Aspera ▢ Aspera Connect ▢ var ▢ log Capture the "aspera-scp-transfer.log", "aspera-connect.log", and lastly the "aspera-connect-browser-plugin.log".

SHRT – Monthly Premium Billing/Distribution Process

Monthly Premium Billing Process Flow
Below is the high level process flow for the Monthly Premium Billing/Distribution process.

Premium Billing/Distribution Production Process Flow

28th	29th – 4th

ADP
Posts Payment Voucher and Premium Billing Reports to SHRT.

Payroll Locations
Retrieve and review reports from SHRT/From_ADP folder.

Payroll Locations
Make all funds requested available to ADP via ACH Funds Pull (Debit), OST (Office of State Treasury), EFT (Funds Transfer to ADP or Check (ADP Lockbox).

Payroll Locations
If your payroll location is part of Group Number 49100, then you have a manual % of payroll calculation that you perform each month and you will have an "ADJUSTMENT" PDF document in your From_ADP folder that will need to be completed and returned to ADP at SHBP.PremiumBilling@adp.com or fax at (801) 908-9888 each month.

*Boxes in this color indicate the date of the month the process takes place.

If the 28th or 5th falls on a Saturday ADP will deliver by the prior business day.
If the 28th or 5th falls on a Sunday ADP will deliver on the following business day.

5th

ADP
Initiates ACH Funds Pull for all applicable Payroll Locations.
All EFT, OST and Manual Checks are received.

ADP
Prepare Accounts Receivable Report(s) for SHBP Finance Team to show the funds collected.

6th

ADP
ADP will transfer funds to SHBP for carrier payment and provide a copy of the Accounts Receivable Report(s). The Account Receivable report(s) will be provided the end of each week after the 6th to account for any late payments received.

CES closes the current monthly premium billing process to prepare for next month.

NOTES:

1. On the 28th each payroll location will have 3 documents from ADP that pertain to the Premium Billing process:
   - 1 PDF Payment Voucher
   - 1 PDF Summary (Custom Pay Sum by Div w-Brkou)
   - 1 CSV File (BRP6981)

   Each document will begin with the naming convention of SHBP and your 5 digit payroll location number (i.e. SHBP 12345 Document name .pdf OR .csv).
2. All funds from payroll locations must be received by ADP no later than the 5th of each month or they will be considered late/delinquent.
3. If funds are not available via ACH Funds Pull, OST, EFT or Check, ADP will report these locations to SHBP and continue to follow up between the 5th and the 28th.
   - Any payments received between the 5th and the 28th will be sent back to SHBP as they are received along with an updated Accounts Receivable Report. Any payroll location that still has an outstanding balance will be included on the next funding request.
   - SHBP will be responsible for collecting any outstanding funds that are not received by ADP by the 28th of the subsequent month.
4. COBRA and Direct Pay billing will be sent separately by ADP COBRA Services.
5. SHBP is responsible for all carrier payments, reporting and discrepancies.
6. All Premium Billing inquiries should be directed to the SHBP.PremiumBilling@adp.com mailbox.

*Payroll Locations also refers to Agencies (i.e. Boards of Education, Charter Schools, Libraries, Health Departments, etc.)

Updated: 11/04/2014

Monthly Premium Billing Cycle

The monthly Premium Billing reports will be posted by ADP Carrier Enrollment Services (CES) on the 28th of each month for the following month's premium bill.

- 28th – premium bill available on SHRT in From ADP folder for each location
- 29th through 4th – review and make manual calculation adjustments
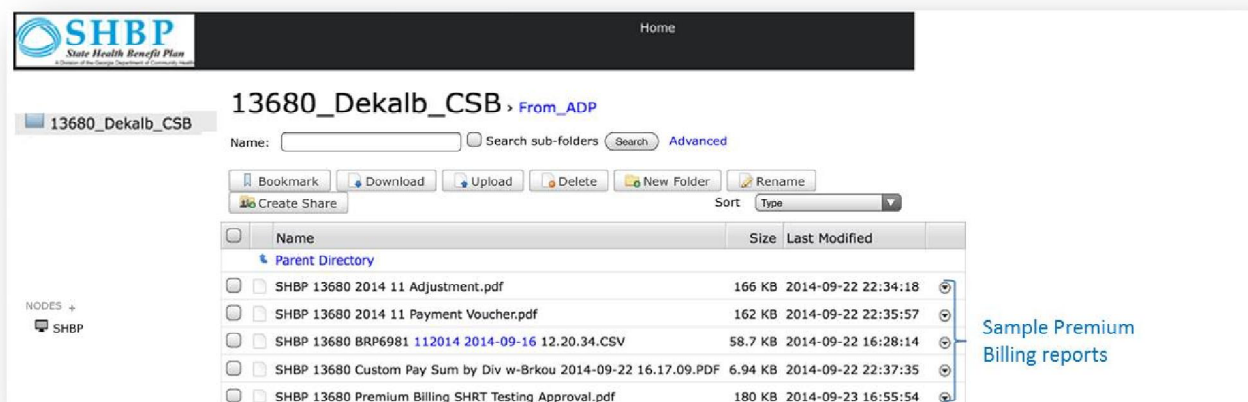- 5th – payment

28 Premium Bill Available	29	30	31	1	2	3
	Review and manual calculation adjustments made between 29th and the 4th of the following month.					
4	5 Payment Due	6				

Note:
- If the 28th falls on a Saturday ADP will deliver by the prior business day.
- If the 28th falls on a Sunday ADP will deliver on the following business day.

Accessing Monthly Premium Billing on SHRT

The Premium Billing Reports will be placed in the From ADP folder within each payroll location's folder, as shown in the *sample* screen shot below. Actual screens may vary based on access rights.

SHRT – Monthly Premium Billing/Distribution Process
01/2015

Premium Billing Reports

Each payroll location will have three documents in its From ADP folder in SHRT pertaining to the Premium Billing process:

- (1) PDF Payment Voucher
  The Payment Voucher provides the Funds Request amount for the month as well as payment method details for that location. Locations sending payment to ADP via check you are required to return the voucher along with the check being mailed to the lock box.

- (1) PDF Summary (Custom Pay Sum by Div w-Brkou)
  The Summary provides payment calculations by vendor and summarizes each vendor, headcount and total calculations.

- (1) CSV File (BRP6981)
  The CSV file is the Employee-Level Roster Data. You will use this report to verify employee level calculations

Each document name begins with "SHBP" and your 5 digit payroll location number (i.e. SHBP 12345 Document name.pdf OR .csv).

Note: If a payroll location is part of Group Number 49100, a manual % of payroll calculation is performed each month to provide the employer contribution payment, and an additional PDF document (ADJUSTMENT.pdf) is placed in the From ADP folder to be completed and returned to ADP. See Manual % of Payroll Calculation Process for further details about this process.

Discrepancies

If discrepancies are identified during the monthly review process (from the 28th through the 4th), payroll locations should send an email to SHBP.PremiumBilling@adp.com and include the attached document with all discrepancies documented. All discrepancies need to be in an Excel format and our preference is email.

SHBP 12345 –
Discrepancies for Mor

The subject line of the email should contain the 5-digit payroll location number and read as follows:
Subject: SHBP (Payroll Location #) – Discrepancies for (Month Year)

Payroll Locations can use the data in the CSV File (BRP6981 - Employee Level Roster Data) provided to document these discrepancies and return to ADP; however, records without discrepancies should be removed. The CSV should be named similarly to what is in the subject line of the email referenced above.

Payroll locations without a secure method of emailing these discrepancies to SHBP.PremiumBilling@adp.com can fax the spreadsheet to (801) 908-9888, or can upload the spreadsheet into the To ADP folder within SHRT. If the file is uploaded to SHRT, send an email to SHBP.PremiumBilling@adp.com stating the discrepancies have been uploaded and include payroll location folder in which the discrepancy document is located.

Note: All discrepancies will be researched and resolved on the <u>following month's billing cycle</u> as long as they are reported to ADP by the 4th of the current month to allow time to research the issues.

Funding Process

All funds must be received by ADP no later than the 5th of each month in order to complete the monthly billing process. Funding must be received by the 5th of the month in order to be included in the payment to SHBP. If payment is not received by the 5th of the month, the payroll location will be marked as delinquent, and an ADP resource will be contact the location via email and/or phone call to follow up on payment. If funds are not received by the 27th of the month, the delinquent locations will be turned over to SHBP to continue the follow up and collection of funds.

Note:
- If the 5th falls on a Saturday, funds are needed by the prior business day.
- If the 5th falls on a Sunday, funds are needed on the following business day.

Each payroll location has been identified as one of the following four methods of funding:

1. ACH Funds Pull by ADP

2. EFT Funds Transfer to ADP

3. Office of State Treasury (OST) Transfer Process
   - The Office of State Treasury will transfer all collected funds to ADP as received from the payroll locations.
   - The SHBP Finance Team will send a report listing each location and their payment amount to SHBP.PremiumBilling@adp.com no later than the 5th of each month.

4. Manual Check mailed to ADP Lock Box

Note: Payroll locations <u>are not</u> allowed to change method of payment without first contacting ADP at SHBP.PremiumBilling@adp.com for review and approval. Refer to the Payment Voucher PDF document in your SHRT folder for full details regarding the funding options.

Manual % of Payroll Calculation Process

Payroll locations belonging to Group Number 49100 perform a manual % of payroll calculation each month to provide the employer contribution payment, and need to complete an additional PDF document (ADJUSTMENT.pdf) located in the From_ADP folder and return it to SHBP.PremiumBilling@adp.com (or by fax at (801) 908-9888) no later than the 4th of each month in order for ADP to complete the monthly billing process and allocate the correct funding to that payroll location.

SAMPLE ADJUSTMENT PDF document

The PDF document (sample above) will pre-fill the month/year, payroll location number, and payroll location description.   Payroll locations input the Monthly % of Payroll Calculation Amount into the open box and click Submit by Email at the bottom of the form.

The Submit by Email button should open a new email using the computer's email program. The "To", "Subject" and "Email Body and Attachment" will automatically be included. A sender can copy themselves on this email at this time to retain a copy for reference. The pdf cannot be saved with the amount included, but can be printed. The sent email can also serve as a back-up when sending to SHBP.PremiumBilling@adp.com.

Tip: If the Submit by Email button does not work, print a copy of the form and scan and email it to the email address or fax it to (801) 908-9888. The subject line of the email should contain the 5-digit payroll location number and SHBP (payroll location number) – Additional Payment for (Month Year)

Contact

All questions or concerns regarding this Premium Billing/Distribution process should be directed to the SHBP.PremiumBilling@adp.com email box (or fax at (801) 908-9888).